

Nevada State Veterans Home  
100 Veterans Memorial Drive  
Boulder City, Nevada 89005  
(702) 332-6784 • Fax (702) 332-6762

BRIAN SANDOVAL  
Governor



Department of Veterans Services  
6900 N. Pecos Road, Room  
1C237  
North Las Vegas, Nevada 89086  
(702) 224-6025 • Fax (702) 224-6927

Northern Nevada  
Veterans Memorial Cemetery  
P.O. Box 1919  
Fernley, Nevada 89408  
(775) 575-4441 • Fax (775) 575-5713

STATE OF NEVADA  
**NEVADA DEPARTMENT OF  
VETERANS SERVICES**  
5460 Reno Corporate Drive, Suite 131  
Reno, Nevada 89511  
(775) 688-1653 • Fax (775) 688-1656

Southern Nevada  
Veterans Memorial Cemetery  
1900 Veterans Memorial Drive  
Boulder City, Nevada 89005  
(702) 486-5920 • Fax (702) 486-5923

## **Nevada State Veterans Home Independent Review Panel (NSVH) Meeting Minutes**

January 21, 2015 @ 0930

Meeting held at Nevada State Veterans Home, Boulder City

**Call to Order:** Bob Garlow, Chairman

**Pledge of Allegiance**

**Roll Call & Brief Introduction**

**Present:**

Richard Small, VVA/MOPH  
Peggy Randle, Women Veterans of Nevada  
Bob Garlow, Nevada Veterans Assistance League  
Ron Michalski, American Legion  
Daniel Mathis, Nevada Health Care Association

**Absent:**

Ron Williams, Humana  
Robert Besser, Humana  
Julie Johnson, Paralyzed Veterans of America  
Jim McCawley, CWV  
Art Stern, Veteran and family member of Resident at NSVH  
Richard Walker, Disabled American Veterans

Other Representatives present: Willette Gerald, Deputy Director of Nevada Department of Veterans Services; Mark McBride, Administrator of Nevada State Veterans Home, and Julie Boyster, Recording Secretary

### **Public Comment**

Minutes posted per regulation.

No comment

## **NSVH Independent Review Panel Minutes 1-21-2015**

### **Approval of 1-21-15 Agenda**

Motion to approve agenda by Ron Michalski

Seconded by Richard Small

Decision: Unanimous

### **Approval of 10-08-14 Minutes**

Motion to approve minutes made by Richard Small

Seconded by Ron Michalski

Decision: Unanimous

### **Unfinished Business**

1. Swearing in of New Members
2. Resident bed width: NSVH standard bed width is 34"x80" and can extend another 3" (width) if needed. If a bariatric bed is required and not available in inventory, rental arrangement is made to fulfill request.
3. Oxygen tanks for transport: 6-brackets installed on buses to secure oxygen tanks. All oxygen dependant residents will travel by bus (eliminated personal passenger fleet vehicle).
4. Oxygen tank levels: Concern expressed that staff is not properly checking oxygen levels on tanks in use. Suggested creating a monitor form (similar to Call Light Audit form)  
Motion to approve oxygen monitor form made by Richard Small  
Seconded by Peggy Randle  
Decision: Unanimous
5. Wheelchair availability during outings: Concern expressed that some residents are sent out with walkers and a wheelchair would be more convenient. Mark McBride responded with extra wheelchairs are available but reiterated that wheelchairs are issued through Physical Therapy Department. Wheelchairs are customized and personally fitted for each resident need. Suggestion made by having an emergency wheelchair available for the walker resident in case resident failed and

then required wheelchair. This spare wheelchair could be mounted on the exterior of bus. (Note: there is an existing exterior wheelchair holding bracket attached to the big-bus for spare wheelchair). Mark McBride suggests a review and capability assessment of spare wheelchair.

## **NSVH Independent Review Panel**

### **Minutes 1-21-2015**

Concern expressed that residents are not ready to go on outing because CNA's do not pay attention to the Activity List. Mark McBride responded that he would follow up on this specific concern.

### **New Business**

1. Priory List item 5a Food Improvement: JT Sousa, Dietary Director and Mary Abeyta, Registered Dietician/Morrison Food Regional Director.  
(Handout of this week's menu and Resident Choice menu)  
Background of Compass Group (parent company to Morrison Foods) is the largest food service company in the world (Employs 500,000 employees worldwide). Morrison Foods was founded in 1920 began contract services in 1951. In 1954, contracted with Candler Hospital in Georgia and they are still a client today. Morrison Foods is the only contract food company solely dedicated to healthcare and senior living industries. The other food companies that service healthcare also service all other facets of food service (sports stadiums and colleges). Morrison Food prepares an average of 190,000 meals per year at NSVH in addition they provide food and beverage service for snacks, activities, social groups, public and private events, celebrations, birthdays, weddings, etc. A Core menu is prepared nationally by Morrison twice a year. Portions of this menu are taken to Resident Council for discussion and selection. In addition Morrison accepts suggestions for menu items and some are family recipes used today (Resident Mr. X mother's candied yams recipe are served here at the Home). Resident Choice menu were taste tested and selected by Resident Council. JT Sousa and his staff conduct waste studies and items are removed from the menu when not satisfying results are found. Contractually Morrison is to change their menu twice a year, but NSVH menu is under constant change. In Town Hall we offer restaurant style service. At dinner tablecloths are used. Mariner neighborhood meals are served from a steam table. In doing this the dining rating per Pinnacle scores went up drastically (December 2014 4.8 rating out of 5.0). The other neighborhoods are served from a hot and cold box loaded with meals. With this option quality issues do occur. All menu items are offered to all residents not just in Town Hall including specialty dietary diets. A textured diet is the same meal as a pureed (except corn – corn will be substituted). A consistent carbohydrate diet is the diabetic diet used at the Home. Morrison has 21 staff members at the Home. Mia Sherwood has been at the Home since the Home's first resident. Mia is still here today. The average employee retention is 4.5 years. Morrison Management staff at the Home has 50+years of combined experience. The Home has 180 residents, 180 tastes and 180 food experts.

## NSVH Independent Review Panel Minutes 1-21-2015

- Mark McBride explained that a new policy "All Hands on Deck" at mealtimes (all clinical staff assists with mealtimes). This has offered a quicker response with substantial improvements to all areas at mealtime. (JT Sousa agreed the new policy has helped greatly).
- What the pricing for steam tables is to eliminate hot and cold boxes. Possible purchase with donation? (Mark McBride to research).
- Concern expressed regarding diabetic diet. Resident eating everything including filling their pockets with bananas and stuffing themselves with crackers. Mark McBride responded that residents, including those whom are diabetic, have residents rights and they control their intake of food. NSVH promotes healthy diet and we have a full-time registered dietitian onsite for interventions and to monitor resident. As an adult resident we attempt to manage and if necessary (as suggested dementia resident) the family or POA will be contacted. Per Mary Abeyta, an elderly diabetic higher blood sugar is compensated with insulin. Resident oversight with registered dietitian is great. The registered dietitian works with clinical staff and dietary staff to ensure those selected resident needs are met.
- Why does NSVH serve vegetable soup every day? Why not clam chowder on Friday's? JT Sousa responded vegetable soup is contracted obligation every day. Two soups are served every day Monday, Wednesday, Friday is chili and Tuesday, Thursday, Saturday, Sunday is either chicken noodle, tomato and other varieties. They did serve clam chowder at Christmas but not a big hit.

### 2. Review Survey Questions prepared by Pinnacle:

Add question for NSVH Review Panel survey: How many times did you see you physician?

Discussion began regarding Pinnacle Interview question response:

- Concern expressed "physician almost nonexistent". Per Mark McBride, physician's can use extenders PA and PAC this is within CMS regulations. Acute care is standard. Documentation by electronic records and Medical Records audit insures compliance.
- Concern expressed that a patient has the right to know of any medical changes. Per Mark McBride, any medical changes are documented to insure an informed decision can be made. There are frequent Care Plan meetings to communicate with resident and/or family/POA that the level of care is being addressed. He

## NSVH Independent Review Panel Minutes 1-21-2015

furthered explained that NSVH is not a hospital or assisted living. NSVH falls in between those type of facilities. NSVH is a skilled nursing facility, which follows different regulations. Suggestion made by Daniel Mathis to review the "Watermelon" book. It lists the federal and state regulations along with a guideline of interpretation. Mark McBride agreed and will provide copy of the "Watermelon" book for the Panel to review.

3. What is NSVH Policy regarding medical marijuana? Daniel Mathis expressed his industry wide concerns related to medical marijuana. Having a policy stating no smoking will not provide any coverage. This item is a big issue this legislation session. The without proper policy it could be considered a Civil Rights violation. A written policy is recommended.
4. Tab alarms for residents usage has been reinstated by Mark McBride. Tab alarms are issued by Physician's order.
5. Replacement of Panel Members:
  - Family member – 4 possible names provided to NDVH Director awaiting appointment (selecting 1). (Chairman Bob Garlow approved 4; Mark McBride approved 3).
  - Resident member – 3 possible names provided to NDVS Director awaiting appointment (selecting 1). Chairman Bob Garlow approved 3; Mark McBride approved 3).
6. Grounds Keeping Service Contract  
Motion to Table item until next meeting made by Richard Small  
Seconded by Ron Michalski  
Decision: Unanimous
7. Review policy on outings and volunteers. Volunteer vs. resident ratios for determined activity, and clinical care while out on outing.
  - Noted that Policy #G-1266 Item required Training #2 NSVH Team members attending outing shall receive training on Vehicle Lift operation needed amended to read Team members *and selected volunteers* attending outing shall receive training on Vehicle Lift operation.
  - Per Mark McBride, nursing is aware of resident capabilities and/or needs. There are risks every day, in every daily living activity not just while our residents are out on outings.
  - Per Julie Boyster, each outing has a ratio assigned and finalized prior to departure. The variables are location/venue, resident health, how many volunteers, technicians, and driver verses the

## **NSVH Independent Review Panel Minutes 1-21-2015**

amount of residents in manual wheelchair, motorized wheelchair and ambulatory. Each resident has been medically cleared to attend outing and by attempting to establish a singular formula would be unsuccessful, because each outing has a consistent change in variables.

8. Review Pinnacle Reports – no commit
9. Review Casper Report
  - Mark McBride explained Quality Assurance and Performance Improvement (QAPI) a meeting quorum of clinical and non-clinical members to analyze facility and existing programs. They select an area that they agree upon for needed improvement. Their current Performance Improvement Project (PIP) is Falls & Restraints.
10. Annual Survey – Clinically the best survey in 5 years. One Life Safety issue noted a fire riser partially closed. We hired a private engineering firm to substantiate that when NSVH was built it was over engineered. This validates that there was no life safety at risk. We are disputing the tag/infracton. In addition we hired a 3-party contractor to conduct complete inspection of fire sprinkler system.

### **Suggestions for next meeting agenda items**

- New Panel Member appointment
- Grounds-keeping is contracted services
- Review assessment of spare wheelchair
- Review Medical Marijuana Policy
- Review "Watermelon" book
- Pinnacle Reports, Casper Report and if applicable, Survey information

### **Public Comment**

None noted

### **Conclusion**

Status on Canteen Remodel: Design has been completed and the project will be presented to Board of Examiners (BOE) in March 2015.

### **Future Meeting Dates/Locations**

Next meeting: April 29, 2015  
Time: 0930 – 1200 (followed by lunch at NSVH)  
Location: Nevada State Veterans Home  
100 Veterans Memorial Drive, Boulder City, NV 89005

**NSVH Independent Review Panel  
Minutes 1-21-2015**

**Adjournment**

Motion made to adjourn by Ron Michalski  
Seconded by Richard Small  
Decision: Unanimous